



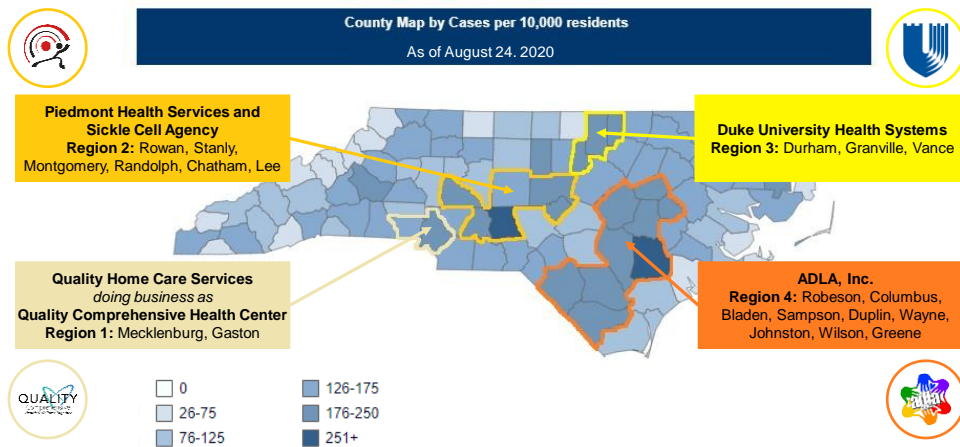
# Connecting Residents to COVID-19 Isolation and Quarantine Support

Anyone who tests positive for or has been exposed to COVID-19 needs to quarantine or isolate for as long as 14 days, meaning that they need to separate themselves from others, including anyone in their household. Many North Carolinians struggle to safely quarantine or isolate and still meet basic needs. In order to help North Carolinians who need to quarantine or isolate due to COVID-19, NC DHHS is covering the cost of certain support services to allow them to do so safely and effectively.

This document outlines how COVID-19 testing staff, case investigators, contact tracers, primary care providers (PCPs), Local Health Department (LHD) staff, and other partners can connect NC residents to these covered services.

## What are Support Services?

The COVID-19 Support Services Program is an innovative new program to support individuals in 20 counties who need access to primary medical care and supports to successfully quarantine or isolate due to COVID-19. Currently, four partners are subcontracting with additional partners to deliver services to the following counties: Bladen, Chatham, Columbus, Duplin, Durham, Gaston, Granville, Greene, Johnston, Lee, Mecklenburg, Montgomery, Randolph, Robeson, Rowan, Sampson, Stanly, Vance, Wayne, and Wilson.



NC DHHS is covering the cost of five categories of support services based on identified need. Individuals will also have access to primary medical care via telehealth. These services will be provided at no cost to the resident and include:

1. Nutrition assistance (specifically, home-delivered meals and groceries)
2. A one-time COVID-19 relief payment to assist the individual and his or her family in meeting basic living expenses while in isolation or quarantine (e.g. housing, food, utilities, medical costs, childcare costs, or household bills)
3. Private transportation provided in a safe manner to/from testing sites, non-congregate shelter, or medical visits
4. Medication delivery
5. COVID-related over-the-counter supplies (i.e. face mask, hand sanitizer, thermometer, cleaning supplies)

In the program, Community Health Workers (CHWs) connect individuals to organizations that can provide these services and monitor individuals' needs throughout the quarantine or isolation period. Regional partners and local community-based organizations will provide access to primary medical care and deliver social supports to individuals in isolation or quarantine and their families.

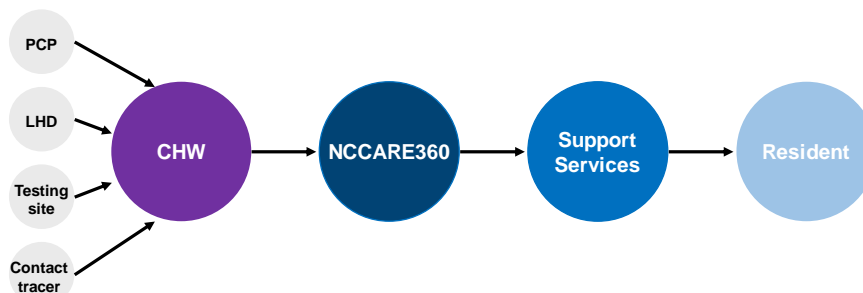
## Your Role

Testing site staff, contact tracers, LHD staff, and PCPs can help residents get access to the support services they are eligible for by following the steps below:

1. Confirm the resident has been asked to quarantine or isolate by a healthcare professional
2. Confirm the resident requires support services and access to primary medical care to do so safely and effectively

## COVID-19 SUPPORT SERVICES PROGRAM

3. Refer the resident to the CHW vendor that covers their county, as listed on page 3, through [NCCARE360](#) (if you are licensed) or share the CHW vendor's contact information with the resident (if you are not licensed on NCCARE360). The CHW vendor will connect the resident to covered support services if the resident is eligible
4. If the resident does not live in a county that has CHW coverage listed on page 3, you can refer the resident to NCCARE360 for support. Anyone who needs assistance can search NCCARE360's repository of more than 10,000 local services at [NCCARE360 Resources](#), or complete an online form at [NCCARE360 Assistance](#)



### Eligibility for Support Services

Residents must live in one of the 20 Support Services counties and have been directed by a healthcare professional to quarantine or isolate due to one of the following reasons:

- Tested positive for COVID-19; or
- Taken a COVID-19 test and is waiting for the results; or
- Been exposed to someone who has tested positive for COVID-19; or
- As a precautionary measure because the individual is in a high-risk group (per CDC guidelines available online here: [People at Increased Risk](#))

Once you connect the resident to a CHW, the CHW will ask the individual to attest (through the form available here: [Attestation Form](#)) to certain additional eligibility criteria, including that he or she:

- Lives in an area where support services are covered
- Has been asked by a health care professional to quarantine or isolate
- Will only be able to safely and effectively quarantine or isolate with one or more of the support services
- Does not have alternative means of accessing the support services
- Agrees to remain in quarantine or isolation for the entire length of time he or she is directed to do so.

### Program Details

**Community Health Workers (CHWs):** A CHW is a frontline public health worker who is a trusted member of the community. CHWs are hired and trained to support individuals and families in the communities they serve. Over 300 CHWs will be contracted with the North Carolina Department of Health and Human Services (the Department) to connect residents to medical and social supports related to COVID-19, including diagnostic testing, primary care, case management, nutrition assistance, behavioral health services, and financial assistance. CHWs will leverage NCCARE360 to connect residents to support services where available. **In order for a resident to receive support services that are covered by the Department, you must refer them to one of the CHW partners listed on page 3.**

[NCCARE360](#) unites health care and human services organizations via a shared technology platform that enables a coordinated, community-oriented, person-centered approach for delivering care in all 100 North Carolina counties.

- Unlicensed users can request assistance on behalf of the person they are serving through [NCCARE360 Assistance](#)
- Organizations can join NCCARE360 by connecting at [Join NCCARE360](#)
- Self-referrals can be submitted by residents via a public facing form on [NCCARE360](#)
- Anyone who needs assistance can search NCCARE360's repository of more than 10,000 local services at [NCCARE360 Resources](#), or complete an online form at [NCCARE360 Assistance](#)

## COVID-19 SUPPORT SERVICES PROGRAM

### Community Health Worker Contact Information

The table below outlines the CHW partners in the counties eligible for support services. Please use the provided contact information to connect residents to their CHW based on their residence. If a county is covered by multiple CHW partners, either vendor may be contacted based on specific needs and preferences. CHW partners have Spanish speaking staff.

CHW Partner	Primary Contact	Secondary Contact
Curamericas Global	<b>Andrew Herrera</b> <ul style="list-style-type: none"> <li>(919) 801-0612</li> <li><a href="mailto:Andrew@curamericas.org">Andrew@curamericas.org</a></li> </ul>	
Keystone Peer Review Organization (Kepro)	<b>Kepro COVID-19 Helpline</b> <ul style="list-style-type: none"> <li>(704) 859-4509 (<i>extension by county</i>)                             <ul style="list-style-type: none"> <li>Gaston: #6; Mecklenburg: #2;</li> <li>Montgomery: #8; Stanly: #7</li> </ul> </li> <li>(704) 859-4059 #0 Spanish</li> <li><a href="mailto:NC-COVID-Support@kepro.com">NC-COVID-Support@kepro.com</a></li> </ul>	<b>Lisa Bennett</b> <ul style="list-style-type: none"> <li>(720) 724-0098</li> <li><a href="mailto:lbennett@kepro.com">lbennett@kepro.com</a></li> </ul> <b>Renee White</b> <ul style="list-style-type: none"> <li>(919) 523-8000</li> <li><a href="mailto:stwhite@kepro.com">stwhite@kepro.com</a></li> </ul>
Mt. Calvary Center	<b>Carol Highsmith</b> <ul style="list-style-type: none"> <li>(910) 789-1886</li> <li><a href="mailto:ch0917@ec.rr.com">ch0917@ec.rr.com</a></li> </ul>	<b>Jimmy Tate</b> <ul style="list-style-type: none"> <li>(910) 284-9382</li> <li><a href="mailto:tatej99@gmail.com">tatej99@gmail.com</a></li> </ul>
One to One with Youth	<b>James Powell</b> <ul style="list-style-type: none"> <li>(919) 731-2119 or (919) 731-4290</li> <li><a href="mailto:Jamespone2one@gmail.com">Jamespone2one@gmail.com</a></li> </ul>	<b>Danny King</b> <ul style="list-style-type: none"> <li>(919) 922-7713</li> <li><a href="mailto:dking@adlinc.org">dking@adlinc.org</a></li> </ul> <b>Inonda Kind</b> <ul style="list-style-type: none"> <li>(919) 987-2798</li> <li><a href="mailto:kone2one@aol.com">kone2one@aol.com</a></li> </ul>
Southeastern Healthcare of NC	<b>CHW COVID Services</b> <ul style="list-style-type: none"> <li>919-713-3399</li> </ul>	<b>Joyce Harper</b> <ul style="list-style-type: none"> <li>(919) 987-2798</li> <li><a href="mailto:jharper@sehcnc.com">jharper@sehcnc.com</a></li> </ul> <b>Evelyn Sanders</b> <ul style="list-style-type: none"> <li>(919) 987-2791</li> <li><a href="mailto:Esanders@sehcnc.com">Esanders@sehcnc.com</a></li> </ul>
Vidant Health	<b>Crystal Dempsey</b> <ul style="list-style-type: none"> <li>(252) 847-5162</li> <li><a href="mailto:crystal.dempsey@vidanthealth.com">crystal.dempsey@vidanthealth.com</a></li> </ul>	<b>Melissa Roupe</b> <ul style="list-style-type: none"> <li>(252) 847-9350</li> <li><a href="mailto:myroupe@vidanthealth.org">myroupe@vidanthealth.org</a></li> </ul>

County	Vendor	County	Vendor
Bladen	Mt. Calvary Center	Lee	Curamericas Global
Chatham	Curamericas Global	Mecklenburg	Kepro
Columbus	Mt. Calvary Center	Montgomery	Kepro
Duplin	Mt. Calvary Center	Randolph	Curamericas Global
	One to One with Youth	Robeson	Mt. Calvary Center
	Vidant Health	Rowan	Kepro
Durham	Curamericas Global	Sampson	Mt. Calvary Center
Gaston	Curamericas Global		One to One with Youth
	Kepro	Stanly	Kepro
Granville	Curamericas Global	Vance	Curamericas Global
Greene	One to One with Youth	Wayne	Curamericas Global
Johnston	Curamericas Global		One to One with Youth
	One to One with Youth	Wilson	One to One with Youth
	Southeastern Healthcare of NC		

For general inquiries, please contact (844) 628-7223. For more information or with questions, please contact Amanda Van Vleet at [amanda.vanvleet@dhhs.nc.gov](mailto:amanda.vanvleet@dhhs.nc.gov) and John Resendes at [john.resendes@dhhs.nc.gov](mailto:john.resendes@dhhs.nc.gov).